

# 100% COMMUNITY

**SHARE THE GOODNESS!**



**CAI Annual Conference & Exposition**  
**May 4-7, 2016 | Orlando, FL**

Save \$50 when you register  
on or before March 30!

Share the goodness of 100% community as you soak in the sunshine at the 2016 CAI Annual Conference and Exposition, May 4–7 in Orlando, Fla. You'll enjoy a full event's supply of education, networking and fun with no artificial ingredients—just CAI-certified premium experiences gathered at the peak of freshness.

**Pick** from more than 30 of the most enriching education sessions around—our most sessions ever.

**Squeeze** out every drop of expertise from power-packed speakers, including keynotes Jim Knight and Connie Podesta.

**Ripen** your professional credentials by earning continuing education credit for professional recertification and redesignations.

**Nourish** your career path with a complete pre-conference professional development program, including the PCAM Case Study and the CMCA Exam.

**Grow** your network to new heights through bushels of small- and large-group networking opportunities.

**Stock** up on the brightest new products and services under the sun at the exhibit hall.

**Relax** and rejuvenate at Rosen Shingle Creek, our lush and luxurious conference headquarters.



SHARE THE GOODNESS  
OF YOUR ANNUAL  
CONFERENCE EXPERIENCE,  
INSPIRATION AND IDEAS!



on Twitter @CAIsocial  
(use #CAI2016)



on Facebook.com/  
CAIsocial

Don't miss your chance to experience 100% community at its best! Harvest benefits now, and plant the seeds for future success by attending the Annual Conference. Register today to ensure you meet your recommended yearly requirement of personal and professional CAI goodness!

# 100% EDUCATION

This year's program offers a bumper crop of education sessions! With six tracks instead of the usual four and added breakout choices, we're giving you more variety than ever before. And more variety means more opportunities to pick and choose the best educational fit for your personal and professional needs. Start planning your program now, and join us in Orlando to reap the benefits of fresh perspectives.



## Education Tracks

### NEW! BOARD DEVELOPMENT

Learn how to develop a forward-thinking and strategic board of directors.

### FINANCE / INSURANCE

Learn cutting-edge approaches to managing association finances and maintaining the right insurance.

### NEW! LARGE-SCALE MANAGEMENT

Explore the challenges of running extensive communities.

### LEGAL / LEGISLATIVE

Hear from top experts in the profession on critical legal and legislative issues.

### PROFESSIONAL DEVELOPMENT

Learn what drives success and raises performance in your job, your career and your company.

### TECHNOLOGY

Find out what's on the horizon for community associations.

#### Keep It Fresh

The practical skills and professional insights you gain at the Annual Conference can keep your community harvesting benefits all year long. So don't leave the learning behind!

Be sure to visit the CAI Press bookstore during the conference for a full selection of the very best resources available for association volunteer leaders, community managers and other industry professionals. You'll find take-home solutions to issues in your community and reference materials to keep you up-to-date on community association trends. Spend \$100 or more at the bookstore and we'll ship your purchases home for FREE! (Free shipping to the 48 contiguous states only. International shipping available at cost.)

Now fortified with more sessions and tracks!

# Keynote Speakers | General Sessions



## JIM KNIGHT

**Culture that Rocks: How to Amp Up or Revolutionize a Company's Culture**

Thursday, May 5 •  
10:30 a.m.–12:15 p.m.

Jim Knight, former senior director of training and development at Hard Rock International and author of *Culture that Rocks!*, brings a refreshing, edgy style as he shares his unique outlook on how to revolutionize corporate culture. Learn how comic books, Star Trek and the spirit of Rock 'n Roll can completely alter organizational environments, and get inspired to take up the challenge of change. You don't want to miss the opportunity to hear what all the noise is about!

## CONNIE PODESTA

**Absolute Fearless Success: The Power of Passion and Potential**

Friday, May 6 • 10:30 a.m.–12:15 p.m.

Connie Podesta is an idea-generating organizational therapist and business coach whose blend of humor, substance and style have made her one of the most in-demand speakers in the world. Author of *Life Would Be Easy If It Weren't for Other People*, she'll empower you to develop the fearless attitude that embraces new ways of thinking, leading, selling, balancing home and career, motivating others, providing great customer service and creating effective teams. Business as usual is over—get out of crisis mode and into forward-thinking, growth mode!



# BOARD DEVELOPMENT

## **At My Age I Don't Buy Green Bananas: How an Active Adult Community Implemented Professional Long-Range Planning**

Venture Out at Mesa is one of the oldest active adult communities in the United States; however, their problems with aging infrastructures, facilities and declining market shares came to a critical mass in 2000. No longer competitive with newer active adult communities, Venture Out became one of the first HOAs to employ a professional long-range planner and began a 15-year redevelopment plan, which has become a model in the Phoenix area.

Dr. Wendy Hultsman, Arizona State University, Phoenix, AZ;  
Mary Schmit, Venture Out at Mesa Inc., Mesa, AZ

## **The Strategy of Strategy: Understanding Board Politics and Diplomacy**

Is your board dysfunctional? A practical guide for board dynamics, this session gives you specific strategies for dealing with diverse personalities and personal agendas. Learn how to identify dysfunction and correct it with diplomacy.

Constance Gay, Leland Management Inc., Sarasota, FL; Jeffrey Gay, CMCA, Leland Management Inc., Sarasota, FL

## **The Monster Under the Bed: A Crisis Communications Primer**

Channeling decades of boots-on-the-ground experience, the presenters offer an informative and entertaining look at crisis management and provide a solid foundation for crisis planning and communications strategy.

Jeffrey Peyton, Tin Cans Unlimited, Cleona, PA; Laura Stocker, Tin Cans Unlimited, Cleona, PA

## **Data Doesn't Lie: Using Statistics and Metrics to Develop a Successful Board and Community**

How do you measure success in an association, and how can boards use data to govern more effectively? This session shows board members and managers how to gather and use data to evaluate their association's health and make decisions about future policies and actions.

Sara Eanni, American Benefits, Portland, OR; Jed Spera, Merlo Station Townhome Owners Association, Beaverton, OR

## **Engaging the Head, Heart and Hands of a Volunteer**

This session helps you recruit, equip, guide, support and inspire the volunteers in your community. Gain tips and techniques for creating enriching, fulfilling and sustainable experiences that will keep volunteers coming back and attract new people to step up.

Barry Altland, HHH Engagement, Orlando, FL





# FINANCE / INSURANCE

## **What's the Story with Your Financial Statements?**

Your financial statements are trying to tell you a story—how much of it do you understand? Is it a comedy, tragedy or boring research paper? Learn how to grasp the key points in the plot and learn to love the various characters involved. Like any good book there are villains and heroes (often unsung). This session teaches you how to read the stories in the statements.

Gayle Cagianut, CPA, Cagianut & Company, CPA, Bellevue, WA

## **Reserve Studies: Useful or Useless?**

Everyone wants a useful reserve study, but what exactly does that mean? In this highly interactive session, you'll discover the seven characteristics of a functional and beneficial study, including a well-crafted funding plan, accurate replacement cost estimates and a correct starting balance.

Robert Nordlund, RS, Association Reserves Inc., Calabasas, CA

## **Are Community Managers Debt Collectors?**

In 2012 a district court ruled that a management agent who took preliminary steps to collect debts (sending late notices, etc.) was a debt collector and needed a collection agency license to engage in such activities legally. Learn what a manager can do to collect overdue accounts without violating debt collection laws or collection agency licensing requirements.

Torin Andrews, ESQ., Andrews & Lawrence LLC, Ijamsville, MD

## **Energy-Saving Rebates for Associations: Ride the Wave Now!**

This session examines unprecedented opportunities for rebates for communities that upgrade or retrofit high-energy-consuming components, such as mechanical equipment and lighting, with more energy-efficient parts. It also highlights rebates for items with energy-saving potential like insulation, water-conservation devices and energy-efficient windows and doors. Learn how to earn money while substantially reducing operating costs.

Ken Kosloff, RS, Avelar & Associates Architects, Oakland, CA

## **Directors and Officers Insurance Issues that Can't Be Ignored!**

Association managers, board members and other homeowner volunteer leaders are expected to make informed decisions, solve problems and act in the best interest of their communities. But when conflicts arise, some homeowners can be irrational and unpredictable. Learn how directors and officers insurance can be used to diffuse crises and keep associations on course.

Kevin Davis, CIRMS, Kevin Davis Insurance Services, Los Angeles, CA

## **Protecting Your Association from Fraud and Cybercrime**

Acts of cybercrime and embezzlement are escalating across the United States. In this session, a panel of experts, including an attorney, an insurance broker and a forensic accountant, discuss why HOAs are vulnerable to financial fraud and cybercrime, how to detect and prevent theft and data breaches and what type of insurance covers such losses.

Timothy Cline, CIRMS, Timothy Cline Insurance Agency Inc., Santa Monica, CA;  
Ronald Stone, CPA, CFE, California State University-Northridge, Northridge, CA;  
Thomas Ware II, ESQ., Kulik, Gottesman & Siegel LLP, Sherman Oaks, CA

# LARGE-SCALE MANAGEMENT

## Responding to Cultural Diversity: Unique Success Stories

This session shows how openness, patience, creativity and compromise lead to solutions when working with diverse cultures in associations. Discover how we all share similar problems, that we are not alone in facing dynamic and challenging issues and how professional community managers are problem-solving resources.

David Caplan, CMCA, AMS, PCAM, Community Association Management LLC, Pikesville, MD; James Dodson IV, CMCA, AMS, PCAM, Ewa by Gentry Community Association, Ewa Beach, HI; Susan York, Ewa by Gentry Community Association, Ewa Beach, HI

## Thinking Outside the Box: The Community Manager of the Future

The skills to manage large-scale communities have changed dramatically over the past 10 years. One of the new skills required to survive in this fast-paced career is the ability to think and work outside the box. This session outlines how managers can acquire and refine this ability and provides examples of managers using unconventional thinking to solve complex challenges.

Sandra Denton, CMCA, AMS, PCAM, Sienna Plantation Residential Association Inc., Missouri City, TX

## Teamwork and Leadership Development: Identifying Key Members and Producing Outstanding Results

As organizations adapt to change through innovation and leadership, team members seek recognition, satisfaction and meaning from their work lives. In this session, large-scale managers share examples, ideas and approaches to improve how you interact with colleagues, directors, clients and leaders.

James Dodson IV, CMCA, AMS, PCAM, Ewa by Gentry Community Association, Ewa Beach, HI; Andrew Greenfield, CMCA, AMS, PCAM, Admiral's Cove Master Property Owners Association, Jupiter, FL; Todd Lindstrom, PCAM, Hilton Head Plantation Property Owners Association Inc., Hilton Head Island, SC; Wendy Taylor, CMCA, AMS, LSM, PCAM, South Riding Proprietary Inc., South Riding, VA; Jessica Towles, CMCA, AMS, PCAM, Foster/Premier Inc., Buffalo Grove, IL

# LEGAL / LEGISLATIVE

## Reasonable Accommodation and Reasonable Modification: Complying with Federal Law

The session addresses recent decisions related to issues including pools, pets and parking. Learn the difference between a reasonable modification and a reasonable accommodation and the significance of the recent Supreme Court decision involving the Fair Housing Act.

Marla Diaz, ESQ., Whiteford, Taylor & Preston LLP, Falls Church, VA; Lana Reynolds, Community Association Management Professionals LLC, McLean, VA; Andrew Terrell, ESQ.\*, Whiteford, Taylor & Preston LLP, Baltimore, MD

## Federal Legislative and Regulatory Update

This session brings you up to date on critical changes to laws and regulations affecting people who govern, live and work in community associations.

Scott Canady, Tambala Strategy, Alexandria, VA; Ronald Perl, ESQ.\*, Hill Wallack LLP, Princeton, NJ

\*CCAL member

# LEGAL / LEGISLATIVE CONT'D.

## **Regulating Community Associations: Legislative Issues from Around the Country**

CAI reviewed hundreds of bills in 2016 that could impact associations. In this session, hear about trends, cases and CAI policy positions that help steer legislation for community associations and professional management.

Dawn Bauman, CAE, Community Associations Institute, Falls Church, VA; David Ramsey, ESQ.\*, Becker & Poliakoff PA, Morristown, NJ

## **Navigating the New Restrictions on Construction Defect Cases in Your State**

In 2015, at least 10 states introduced bills to make it more difficult to bring construction defect claims. This panel discusses which bills passed, which didn't and how managers can effectively deal with the new laws. The panel also examines new restrictions that may be on the horizon in 2016.

Marc Gravely, ESQ., Gravely & Pearson LLP, San Antonio, TX; Jeffrey P. Kerrane, ESQ., Benson, Kerrane, Storz & Nelson PC, Golden, CO; Michael Kim, ESQ.\*, Michael C. Kim & Associates, Chicago, IL

## **Extended Session! Profiles of Community Association Managers Around the Globe**

During this interactive session, leaders from around the world will engage and entertain you, sharing profiles of a day in the life of a community association manager.

## **Lending Eligibility Lost and Regained: How Condominium Project Eligibility Can Impact Your Association**

Given the critical role that Fannie Mae, Freddie Mac, the FHA and the VA play in mortgage lending for condominiums, adhering to their project eligibility guidelines is essential. This session explains why the agencies are asking for your project information, what causes a condominium association to lose eligibility for mortgage financing, best practices for getting loans approved and reapproved, and more.

Jacqueline Doty, CoreLogic, Rockville, MD; Robert Murphy, Fannie Mae, Washington, DC

## **It's a Bird, It's a Plane, It's a ... Drone?**

Although the Federal Aviation Administration virtually prohibits civilian commercial drone use and flight above 400 feet, there are concerns about how this technology could be used by associations. This session explores potential liabilities and examines how associations can regulate the use of drones by owners and residents. It also reviews federal and state legislation regulating drone operation.

Christopher Chipman, ESQ., Chadwick, Washington, Moriarty, Elmore & Bunn PC, Fairfax, VA; Bruce Easmunt, ESQ., Chadwick, Washington, Moriarty, Elmore & Bunn PC, Fairfax, VA; Michael Sottolano, Chadwick, Washington, Moriarty, Elmore & Bunn PC, Fairfax, VA

## **Guiding Communities Through the Challenges of the FHA and ADA**

This session looks at the legal implications of the Fair Housing Act and the Americans with Disabilities Act—when and how they apply and best practices to avoid claims. Learn about the laws' impact on day-to-day association operations and the most common practices that run afoul of the acts.

Hope Derby Carmichael, ESQ., Jordan Price Wall Gray Jones & Carlton PLLC, Raleigh, NC; Lori Jones, ESQ., Jordan Price Wall Gray Jones & Carlton PLLC, Raleigh, NC

## **Legal Trends Managers Can't Ignore: Presented by CAI's College of Community Association Lawyers**

Every manager needs to be aware of trends in the law that could impact his or her association. This session discusses legal developments and actions managers need to take to avoid potential liability.

Scott Carpenter, ESQ.\*, Carpenter, Hazlewood, Delgado & Bolen PLC, Tempe, AZ; Lincoln Hobbs, ESQ.\*, Hobbs & Olson LC, Salt Lake City, UT



\*CCAL member

# PROFESSIONAL DEVELOPMENT

## **The Art of Negotiation**

Change your life by learning the three key positions you need for every negotiation to maximize your chance for success. Learn how to use these techniques with homeowners, board members, business partners, coworkers, your boss and your significant other.

Alan Crandall, Mutual of Omaha Bank, Bellevue, WA

## **Speaking and Crushing It at Work**

Asked to lead meetings, make presentations to boards and homeowners and speak at industry events? This session explains how to overcome public speaking fears and prepare for and deliver presentations that will crush your competition, get you promoted and make you stand out.

Laura Sanchez, ESQ.\*, HindmanSanchez PC, Arvada, CO

## **Ethics: Today's Challenges and Best Practices for the Future**

Two former chairs of CAI's Designation Ethics Committee, who served for a combined two decades, discuss ethical challenges in today's business environment and offer best practices as companies and communities prepare for the future in community association management.

Edward Thomas, CMCA, AMS, PCAM, Property Management People Inc., Frederick, MD;  
Debra Warren, CMCA, PCAM, Associa, San Rafael, CA

## **Foundation for Community Association Research Table Talks**

Sign up for small-group discussions on Foundation research projects and publications. Table hosts present reports on topics based on your interests. At the end of the session, each host delivers a brief report and a participant from each table posts an overview of their discussion on the conference app and Twitter.

Hosted by Christine Danielson Isham, 2015-16 president of the Foundation, and members of the Foundation board and committees.

## **Creative Leadership Skills**

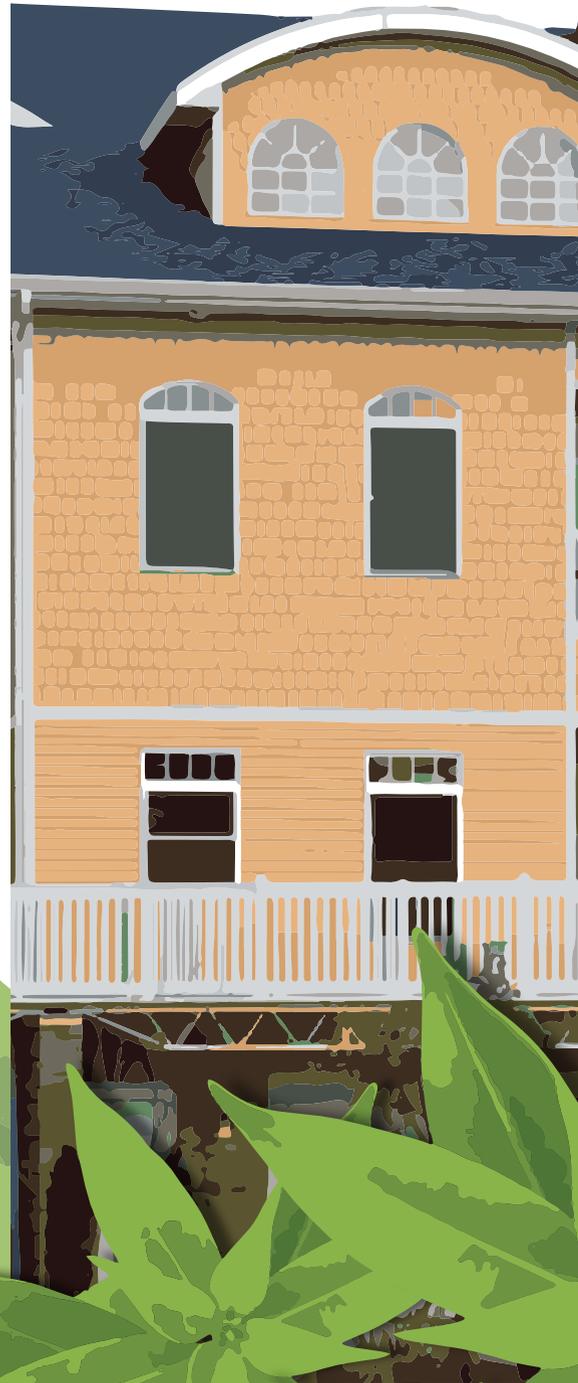
Watch Bruce Springsteen, "The Boss," as he demonstrates numerous leadership techniques, and discover new resources and techniques for engaging your colleagues and meeting daily challenges. This session shows you how to freshen old-fashioned leadership techniques and further your skills in the process.

Judith Phares, CMCA, PCAM, RTI/Community Management Associates Inc., Plano, TX

## **Ignite: Entertaining Enlightenment in a Flash**

In this popular session, Ignite presenters share lessons, tips and insights using 20 slides that auto-advance every 15 seconds, reflecting the Ignite motto of "Enlighten us, but make it quick."

Facilitated by Garth Leone, Foundation for Community Association Research Think Tank, and CAIS, El Dorado Hills, CA





# TECHNOLOGY

## **Communicate to Engage: Innovative Approaches with Technology**

This session focuses on effective and efficient avenues of communication that engage the community. A fun exploration into the evolution of communication technologies, it examines best practices for communities and management professionals facing the ever-daunting challenge of communicating effectively via website, e-mail, text, mobile apps and more.

James Garner, Nabr Network, Addison, TX

## **Preparing for Millennial Homeowners Through Technology**

The aftermath of the housing bust created an influx of renters and a great decline in homeownership. However, as older millennials grow more interested in purchasing homes, it's crucial for communities to evaluate and adapt their management strategy, particularly through technology. This session focuses on how to use technology effectively to accommodate a new generation of homeowners.

Mike Corbera, RevoPay, Venice, CA

## **Taking the Fear Out of Facebook**

Social media can be scary, and whether your company or association is using social media or not, it's affecting what people know, think and feel about you. Get to know the benefits and risks of social media and learn how to safely use it to promote your company and communicate better in your communities.

Andrea Drennen, TOPS Software, Clearwater, FL; John D. Richards III, Esq., Ball Janik LLP, Salt Lake City, UT

## **Community Association Websites: Untangling the Wide Web of Legal Issues**

Websites are now essential tools and resources for community associations.

An association's online presence may not only promote the community to potential purchasers, but also provide important information and interaction between owners, board members, and managers. This session will assist board members and property managers in a range of website related legal issues, such as ownership, insurance, security, hosting contracts, and site management.

Jeffrey Kaman, Esq., Kaman & Cusimano LLC, Columbus, OH

### **Earn Credits**

Continuing Education Units (CEUs) for professional credentials are awarded for attendance at the Annual Conference. Visit [www.caionline.org/credentials](http://www.caionline.org/credentials) for more information.

**CMCA:** 1 day=6 CEUs; 2 days=12 CEUs; 3 days=15 CEUs

*CMCA is administered by CAMICB ([www.CAMICB.org](http://www.CAMICB.org))*

**PCAM:** Annual Conference presentation=10 CEUs

*Annual Conference attendance earns 10 points for the PCAM application and satisfies continuing education requirements for PCAM recertification.*

**AMS:** 1 day=6 CEUs; 2 days=12 CEUs; 3 days=15 CEUs

**LSM:** Annual Conference attendance earns 10 points for the LSM application; LSM redesignation requires attending at least one Annual Conference to earn 15 points.

**CIRMS:** Annual Conference presentation=10 CEUs

*Annual Conference attendance earns 10 points for the CIRMS application and 10 points for CIRMS renewal.*

# 100% NETWORKING

Sunshine, fertile soil and fresh air are essential for a bountiful harvest, just as the shared perspectives, experience and knowledge of a strong peer network are essential for personal and professional growth. Nurture your future success and strengthen your connections by joining colleagues from around the world to cultivate your common field.

The Annual Conference features plenty of opportunities to develop connections and expand your network with small-group interactions and large social events. Receptions, meetings, exchanges and ShopTalks offer a variety of venues for establishing or reinvigorating the professional contacts that can be as critical to success as education and experience.



## Coffee, Conversation and Community

*Open to all registrants*

Begin each morning with coffee, conversation and community. It's your first networking opportunity of the day and a great chance to plan and prepare for the events to come.

## CAI Central Florida Chapter Party

Join CAI's Central Florida chapter for an evening of fun with friends old and new. Visit [www.caionline.org/events](http://www.caionline.org/events) for complete details. *(The chapter party is not included in your conference registration. It's an additional fee.)*



# Networking Program

## RECEPTIONS

### Welcome Reception

*Open to all registrants. Guest tickets are \$50 on or before March 30 or \$60 after March 30.*

Start the conference off right by mingling with attendees, exhibitors, corporate partners and sponsors in a fun and relaxed atmosphere. Be sure to plan accordingly when making your travel arrangements—you won't want to miss this popular, kick-off event.

### President's Club and National Corporate Member Reception

*Invitation only*

A special event for members of the President's Club and National Corporate Members, this exclusive reception provides an opportunity for many of CAI's biggest supporters to socialize, enjoy drinks and hors d'oeuvres and conduct club business.

### Professional Community Association Manager Reception

*PCAMs only*

An exclusive event for PCAMs to welcome new inductees, mingle with colleagues, develop contacts and share their experiences.

### Insurance Professionals Reception

*Insurance professionals only*

Meet and mingle with Community Insurance and Risk Management Specialists and other professionals in the field. This is a great way to discuss the day's sessions and build your professional network.

### Managers Reception

*Managers only*

Friday night happy hour—need we say more? This popular social event is a great way to wrap up a productive day of learning, unwind with colleagues, and strengthen your network.

### Annual Awards Dinner

*Complimentary to full conference registrants.*

*Guest tickets are \$80 on or before March 30 or \$90 after March 30.*

Enjoy an elegant evening as we honor CAI's national award winners from 2015 and dance to a fabulous live band. The evening promises great food and fun with your CAI friends and colleagues. Don't miss it!

### Earn Your Credentials, Grow Your Career

Make sure communities know you're the best pick for the job! Take your career to the next level by cultivating learning opportunities and harvesting professional credentials. Managers who take advantage of educational programs and earn and maintain designations reap significant growth opportunities in the professional community management field.

Seven professional management development courses, as well as the PCAM Case Study and the Certified Manager of Community Associations (CMCA®) exam, are offered in conjunction with the conference. Register for one of these pre-conference learning opportunities to earn career-enhancing CAI designations and take your career to the next level. Attend the full conference and a course, and you'll save \$50 off the registration fee.

- M-100: The Essentials of Community Association Management
- M-201: Facilities Management
- M-202: Association Communications
- M-203: Community Leadership
- M-204: Community Governance
- M-205: Risk Management
- M-206: Financial Management
- M-400: Contemporary Issues in Community Association Management
- PCAM Case Study
- CMCA Exam

## MEETINGS & EXCHANGES

### **Business Partners Council Annual Meeting and Business Partner Exchange**

*Business Partners only*

Calling all CAI Business Partner members! Don't miss this opportunity to exchange information on industry practices and learn how others are addressing the situations you and your company face each day.

### **Community Managers Annual Meeting and Manager Exchange**

*Managers only*

Join community managers—portfolio, on-site and large-scale—as well as management company executives for this best-practices roundtable. You'll learn how to overcome daily obstacles by sharing new ideas and real-world solutions.

### **Homeowners Annual Meeting and Information Exchange**

*Homeowners only*

Join your peers to share thoughts about day-to-day issues facing your association. This is an interactive, informal opportunity to discover practical concepts you can implement in your community.

### **CAI Annual Membership Meeting**

*Open to all registrants*

This meeting includes a financial report and a review of key 2015 CAI activities and initiatives. The meeting is led by President Kelly Richardson, ESQ., and CEO Thomas Skiba, CAE.

## SHOP TALKS

### **ShopTalk for Accountants**

Discuss the latest and best association accounting practices in an informal setting. Interact with your fellow accountants as they get to the bottom of the bottom line.

### **ShopTalk for Attorneys**

Get advice and swap anecdotes with your colleagues in the legal profession. You'll benefit from the experiences of your peers in an informal setting where you can share perspectives and best practices.

### **ShopTalk for Bankers**

Discuss new and existing banking services and how common-interest communities can use these products to their best advantage. You'll gain up-to-date information you can use in your operations.

### **ShopTalk for Insurance and Risk Management Professionals**

Don't miss this opportunity to exchange information on industry practices and standards. Learn how others are addressing the situations you and your company face each day.

### **Shop Talk for Reserve Professionals**

Discuss the latest trends in reserve practices and network with colleagues to discover how they are overcoming common challenges and serving their association clients.



# Exposition



The Annual Conference Exposition showcases the latest technologies, products and services in one convenient marketplace. It's your chance to meet the industry's leading product and service providers and explore the best solutions for helping your communities be successful now and for years to come.

Because face-to-face interaction with business partners is an invaluable aspect of attending the conference, we provide conflict-free exhibit hours so you can talk one-on-one with representatives of companies from across the country.

Exposition events, including lunches, are free with your full conference registration. Guest tickets for the lunches are \$40 per day on or before March 30 or \$50 after March 30.

## Mystery Booth

Each day of the exposition, at least two mystery exhibitors will give away up to \$1,000 cash! To qualify for the drawings, visit the exhibit booths and leave your business card. Be sure to visit as many booths as possible to improve your chances of winning.

## Featured Products and Services Include:

- Management software
- Banking services
- Legal services and collections
- Security systems and services
- Roofing, siding and paving
- And more!
- Internet products
- Insurance
- Reserve study providers
- Pool products and services
- Landscaping services



## Thank you for supporting the CAI Annual Conference and Exposition

### **GOLD PARTNER**

Union Bank Homeowners  
Association Services

### **PARTNER**

Ian H. Graham Insurance

### **EVENT SPONSORS**

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& CHAPTER EXECUTIVE DIRECTOR  
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Union Bank Homeowners  
Association Services

CEO-MC/LARGE-SCALE

MANAGERS LOUNGE

Union Bank Homeowners  
Association Services

# ENJOY 100% GOODNESS FROM YOUR ANNUAL CONFERENCE EXPERIENCE!

## Conference Headquarters

Rosen Shingle Creek  
9939 Universal Blvd.  
Orlando, FL 32819  
Phone: (866) 996-6338

## CAI Room Rate

\$209 on or before March 30 or when the room block is filled. For reservations, contact the hotel at (866) 996-6338 and identify yourself as a CAI Annual Conference attendee. To ensure a reservation at the CAI rate, call as soon as possible.

## About Rosen Shingle Creek

Showcasing beautiful turn-of-the-century Spanish-revival architecture, Rosen Shingle Creek ensures there's something for everyone to enjoy. The luxury property boasts four pools, a championship golf course, a full-service, 13,000 square-foot spa and a state-of-the-art fitness center. In addition, the property's 15 restaurants and lounges cater to a wide selection of moods and tastes, making it an idyllic setting for the Annual Conference.

## What to Wear

CAI's Annual Conference and Exposition is a professional event; business casual wear is strongly encouraged.

## Getting Around

To reach the hotel from the airport, you can take a taxi or a shuttle. The hotel is 20 minutes from the airport.

Register by March 30 and save \$50! Register online at [www.caionline.org/events](http://www.caionline.org/events).

## CAI Terms and Policies

**PAYMENT POLICY:** No registration will be processed without full payment. CAI accepts VISA, MasterCard, American Express and checks in U.S. dollars made payable to CAI.

**CANCELLATION:** Full refunds will be issued if written cancellation is received on or before March 23, 2016. Cancellations received between March 24–April 6, 2016, are subject to a 50% administrative fee. Registration fees are not refundable after April 6, 2016. All tickets purchased onsite are nonrefundable.

**CAI SUITCASING POLICY:** CAI has a no-tolerance policy regarding "suitcasing," which describes the practice by nonexhibiting companies or individuals of soliciting sales or sales leads in conference hotel, on the tradeshow floor, in the aisles or lobbies and/or representing their services or soliciting conference participants for conflicting social activities (including the chapter party) and wearing company logo wear.

Nonexhibiting suppliers participating in the conference as attendees or speakers are prohibited from soliciting business on the tradeshow floor, in or after sessions, or in the conference hotel.

It is considered bad form to conduct business outside of your booth. Talking to clients or prospects in or in front of someone else's booth is also a violation of CAI policy and will not be tolerated. All parts of the exhibit must remain in an exhibitor's assigned space. No exhibit will be allowed to infringe upon aisle space.

Prospective exhibitors who want to check out the show will be given a guest badge and escorted through the exhibit hall by a CAI staff member.

**PRIVATE PARTY POLICY:** All hospitality suites and hosted events must be approved by CAI. Hospitality suites/hosted events are not permitted during official conference activities. Nonexhibiting companies are not permitted to host events at the official hotel during the conference. E-mail Holly Carson, CMP, director of meetings, with your requests at [hcarson@caionline.org](mailto:hcarson@caionline.org).

Violators of these policies will be ejected from the show and charged the single-booth rate (\$1,750), which must be paid prior to registering as an attendee, exhibitor or sponsor at any future CAI conference or other event. In addition, CAI will have the hotel cancel the illegal function at the violator's expense.



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CAI Annual Conference & Exposition  
May 4-7, 2016 | Orlando, FL

## Nutrition Facts

Serving Size Varies (By Community)  
Servings Per Community About 100

### Amount Per Serving

**Satisfaction** 450 **Satisfaction from Experience** 600

**% Daily Value\***

**Total Fulfillment** 43g **100%**

**Saturated Fulfillment** 11g **88%**

**Happiness** 63mg **100%**

**Connections** 75mg **100%**

**Total Excitement** 36g **100%**

**New Strategies** 19g **75%**

**Guest Speakers** 30g

**Passion** 55g

**Orlando** 100% **Freshness** 100%

**Sunshine** 100% **Boredom** 0%

\* Percent Daily Values are based on attendance to AC 2016 100% Community Conference.